# Infrastructure as a Service

# Backup / Archive Storage

*We provide a robust combination of hardware and software technologies for data protection and archive requirements.*



## Service Description

The NITC Backup / Archive Storage service provides a robust combination of hardware and software technologies for Collocation, Managed Hosting, and Cloud Service customers' data protection and archive requirements. NITC exploits tape virtualization and automation technologies to enable the delivery of cost-effective, fully-managed data protection and data lifecycle storage solutions.

## What is Included

- Fully managed data protection and archive solutions
- Both onsite and offsite data storage available
- Enterprise-class virtual tape technology
  - High scalability
  - High performance
  - Remote data replication features
- Automated real tape technology
  - High-capacity tape drives
  - Fully automated tape libraries
- Automated data protection software
  - Network and SAN client software
  - Optional database client software
- Automated Archive Management Software
  - Automated archiving from disk to tape
  - SAN/NAS disk storage required
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support

## Standard Backup Schedule and Retention*

| Backup Type | Frequency | Onsite Retention | Offsite Retention |
|---|---|---|---|
| Full | Weekly | 90 days | 90 days |
| Incremental | Daily | 30 days | None |

*Backup schedule and retention periods are customizable

## How We Charge

Charges are based on actual backup/archive data stored.

**Price drivers**:
- Total amount of data protected
- Change rate of data protected
- Required backup schedule
- Type of archive storage required
- Data retention periods

## Service Level Metrics

| Measure | Target SLA |
|---|---|
| Infrastructure Monitoring | 24 x 7 |
| Incident Response | 24 x 7 |
| Infrastructure Availability | 99%* |

*The NITC Backup/Archive solutions are designed to balance availability and control costs.

## Cost Saving Tips

- Follow information lifecycle management best practices
  - Purge unused data
  - Retain only required data

## Additional Information

- Collocation customers must maintain operating system, HBA driver, and HBA Firmware if directly attached to an NITC Backup/Archive storage device
- Collocation customers must support periodic maintenance activities to verify configurations and operational status
- Customers are responsible for communicating any special backup schedule or retention requirements
- Customer provided equipment utilizing NITC Backup Services must provide additional network connectivity to the EDC Backup Network